

WESTERN CAPE-QUARTERLY PERFORMANCE REPORTS: 2020/21
Western Cape Gambling and Racing Board

Programme / Sub programme / Performance Measures	Frequency	Target for 2020/21 as per Annual Performance Plan (APP)	1 st Quarter Planned output as per APP	1 st Quarter Actual output - validated	2 nd Quarter Planned output as per APP	2 nd Quarter Actual output - validated	3 rd Quarter Planned output as per APP	3 rd Quarter Actual output - validated	4 th Quarter Planned output as per APP	4 th Quarter Actual output - validated
Programme 1 Board and Administration										
Number of quorate meetings of Board members for 2020/21 year	Quarterly	13	4	4	4	4	2	6	3	5
Board resolutions given effect to before next Board meeting	Quarterly	95%	95%	93.75%	95%	96.61%	95%	96.50%	95%	85%
Number of CSI programmes verified by Board Committees	Quarterly	6	2	1	1	1	2	2	1	1
Number of awareness programmes participated in	Quarterly	4	1	1	1	1	1	1	1	1
Number of legal opinions prepared and submitted	Quarterly	36	9	12	9	13	9	5	9	6
Number of Regulatory reports timeously submitted to Department of Labour	Annually	1	-	-	-	-	-	-	1	1
Number of reports on the implementation of the HR Plan	Quarterly	4	1	1	1	1	1	1	1	1
Number of financial reports to stakeholders	Quarterly	33	9	7	8	8	8	8	8	8
Programme 2: Licensing										
Percentage of new applications in respect of employee licences (key and gambling) received processed within 30 days of receipt.	Quarterly	91%	91%	0%	91%	92.1%	91%	92.6%	91%	86.9%
Percentage of renewal applications received processed on or before the date of expiry of the licence	Quarterly	99%	99%	99%	99%	99.1%	99%	99.9%	99%	99.7%
Programme 3: Regulatory Compliance										
Number of compliance audits conducted	Quarterly	1400	400	0	350	131	300	307	350	381
Percentage of investigations conducted within 30 days of allegations of illegal gambling received by the Board	Quarterly	100%	100%	0%	100%	100%	100%	0%	100%	36%
Programme 4: Information and Communication Technology										
Percentage of ICT maintenance events performed to maintain and improve current information technology infrastructure	Quarterly	95%	95%	98%	95%	98%	95%	99%	95%	99%
Number of ICT talent capacity competency activities accomplished	Quarterly	68%	17	21	17	23	17	28	17	27
Average percentage ICT information systems availability / uptime	Annually	97%	-	-	-	-	-	-	97%	99.92%

Information submitted by CEO: Mr P. Abrahams

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